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Know Your Refund Rights Before You Buy

Do you know your refund rights? City Attorney Casey Gwinn says his office receives inquiries about California's refund law year-round, but particularly during the holiday season.

Gwinn suggests shoppers ask sellers about their refund policy before making a purchase. Under California law, retail sellers are required to conspicuously post their refund policy if they don't give full cash or credit refunds, or allow equal exchanges, for at least seven days after purchase.

The refund law does not apply to food, plants, flowers, perishable goods, goods marked "as is," "no returns accepted," "all sales final," used or damaged goods, customized goods received as ordered, goods not returned within their original package, and goods which cannot be resold due to health considerations.

"It's easy to get caught up in the buying spirit during the holiday season," says City Attorney Gwinn, but knowing before you buy what can and cannot be returned benefits both you and the seller." Gwinn also reminds San Diegans to keep all receipts and original packaging in case it is necessary to return an item of purchase.

If you believe you have been a victim of an unlawful refund policy at a business operating in San Diego, call the City Attorney's Consumer and Environmental Helpline at (619) 533-5600.

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